



New England Deaconess Hospital
Boston, Massachusetts

pulse

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The Reverend Guy Steele to head chaplains' office

The Reverend Guy L. Steele has been appointed chaplain and director of pastoral services. He replaces the Reverend Martin E. Cernek who was recently promoted to administrative assistant.

Mr. Steele is not a stranger to the Deaconess. As pastor of the Brighton Congregational Church, he visited parishioners here on many occasions.

"As a visitor, I was always impressed by the quality of care at the Deaconess — and now it's a great pleasure to be associated with it. I feel very privileged to be in this high quality of healing and teaching institution," Mr. Steele said.

A founding officer of the Boston Cluster for Clinical Pastoral Education, Mr. Steele directed a division of that program at Morgan Memorial and

will serve in a similar capacity at the Deaconess. He will be aided in his many tasks by three full-time chaplains and a student intern.

Mr. Steele, who moved to Boston in 1960, was born "in the middle of Missouri farmland" and became pastor of his own church at the age of 18. He was educated at the University of Missouri, receiving an A.B. degree, and Texas Christian University where he was awarded a Master of Divinity degree. He has earned a theology degree from Harvard Divinity School and is currently doing graduate work at Boston University.

"I identify strongly with what the Deaconess has always held in high esteem," Mr. Steele said. He added: "I feel the greatest contribution we can make, as the healing team heals the body, is to be a spiritually supportive presence for a person in crisis. For situations like these we have a catch phrase that says 'don't just do something, stand there'."



The Reverend Guy L. Steele

SMOKING SURVEY RESULTS
see page 2

New materials supply center saves money, cuts costs

The materials supply center, opened in April of this year, satisfies requests for almost 7,000 items a month. These are contained in over 1,100 separate requisitions which flood into the new facility from every department in the hospital.

It is a tough job for warehouse supervisor Dan O'Leary and his five assistants, but in most instances orders are filled within 24 hours.

"The process is much more efficient with less chance for errors now that we have this storage space and a streamlined system," Mr. O'Leary says.

The 8,400 square foot facility is located on Brookline Avenue behind the Cancer Research Institute. Formerly an automobile dealership, it was purchased by the hospital and renovated as a materials management center.

The concept of a consolidated materials center resulted from a task

force chaired by Assistant Director, David F. Lilley. The task force was appointed in 1974 by Director Richard E. Lee to investigate solutions to the hospital's supply problems. The study determined that a centralized system of material acquisition, receipts, storage, distribution, disposal, transportation and inventory control would be more efficient and economical than the fragmented system used at the time.

Prior to the present centralized system, 4 departments were involved in procurement of goods, 5 in receiving, 11 in distribution and 12 in inventory control. The result, according to materials management manager, Richard Reardon, was high labor costs due to job function duplication, standardization problems, audit and requisition confusion, and an unseemly competition for hospital elevators.

(Continued on page 4)



Materials handler Jim Keady moves supplies through the new 8,400 square foot materials supply center on Brookline Avenue.

Mr. Birkett named public relations assistant

Adrian Birkett has joined the Deaconess hospital as public relations assistant. He will be responsible for writing and taking photographs for the *Pulse* in addition to being available to assist other departments with their communications problems.

A 1976 graduate of Northeastern University, Mr. Birkett has worked as a free-lance writer, a reporter for the Daily Transcript in Dedham and most recently as a copy editor and researcher at the Boston Globe. He served in the US Army as an air traffic controller.

Mr. Birkett will work closely with the public relations director, M. Eleanor Clapp, in helping the hospital sustain its worldwide reputation for excellence in health care. This is accomplished by dealing both directly with the media and indirectly through every Deaconess employee.

"Mail received by the hospital makes the public relations department particularly sensitive to the effect that every nurse, telephone operator, maintenance man . . . every hospital employee has on the public," says Mrs. Clapp.

"When an admitting clerk makes an apprehensive patient feel like the most important person on earth, that clerk is the Deaconess at our best. The image we present to our patients and visitors is the impression they take home to their families and friends," says Mrs. Clapp, adding that she encourages any employee with constructive ideas that can help achieve this goal to contact her at the public relations department.

Mr. Birkett will be on the lookout for interesting, newsworthy items for the *Pulse*. Story ideas are welcome.

"The *Pulse* is for everyone connected with the hospital, not just a few select groups," Mr. Birkett says. "You, the reader, know best what makes the *Pulse* interesting, lively and appealing; so let's hear from you. After all, it's your paper."

Mr. Birkett replaces Diane Wiffin who has accepted a position as public information director for the Massachusetts Association for Retarded Citizens. She had been with the Deaconess four years.

The department also welcomes Nancy Cook as the new public relations secretary. She replaces Laurel Walsh who has joined the radiology department at Leonard Morse Hospital in Natick as senior secretary. Laurel was PR secretary for two and a half years.



Adrian Birkett

NEDH smoking survey results give medical staff high marks

Results from the June smoking survey are in. There were 892 responses returned to the NEDH Smoking Policy Committee from the hospital's patients, physicians, nurses and employees.

Significantly, the figures reveal that among the medical staff there is a low incidence of smoking. This could be expected due to their level of medical knowledge. For patients and employees, the percentage of non-smokers falls close to the national average of 65 percent, according to American Lung Association figures. But surprisingly, the survey found a relatively high percentage of smokers among the nursing staff — six percent above the national average.

The most encouraging feature of the

survey, however, is that out of 206 employees, physicians and nurses who are smokers, 148 (72 percent) would like to see the hospital sponsor a no-smoking clinic. They are supported by a large number of non-smokers who also favor a clinic. Many survey respondents, unable to restrain their enthusiasm for the idea, scribbled such comments as "about time", "most definitely", "please, please, please" on their survey sheets.

Obviously, health concerns prevail among the vast majority of hospital smokers. But although the mind may be willing, too often the flesh is weak. A smoking clinic is able to provide the continuity of support so essential to those who sincerely want to kick the nasty habit.

Smoking survey tabulation . . .

	Employees	Nursing Staff	Staff Physicians	Patients
Total Response	372	127	160	233
Smoke now	136	52	18	83
Did smoke, gave it up	91	21	72	58
Do not smoke, never did	145	54	70	92
Smoke now, would like NEDH to sponsor a no-smoking	111	25	12	Not polled
Percentage of non-smokers	63	59	89	64
Average age of Staff Physicians who smoke — 44				
Average age of Nursing staff who smoke — 34				

'Citizens for Clean Air' campaigns for smoking ban in public buildings

Citizens for Clean Air in Publicly Used Buildings is a newly formed group proposing a binding referendum question in the 1978 state election that would ask the voters if they favor restricting smoking in buildings used by the general public. The group must

gather 100,000 signatures statewide by November 30, 1977 to place the proposal on the ballot. Anyone interested in further information can write to: Citizens for Clean Air in Publicly Used Buildings, P.O. Box 248, Newton, MA 02159, or call 783-0776.



Director Richard E. Lee and President Laurens MacLure take time out from a busy day to donate blood. Medical technologist, Linda Gilbert, prepares necessary materials needed for the 20 minute procedure.

Lou Szumski, Madison Morrison and Marjorie Richardson retire

Lou Szumski retired August 26 after eight years with the Alpha Credit Union, five as its manager.

Born in Russia, Mr. Szumski moved to Poland with his family when he was four years old. During World War II he spent two years in the Nazi's dreaded Auschwitz concentration camp.

In 1949 he came to Boston and has lived here ever since. "This is my home. I love it. I plan to spend the rest of my days here," said Mr. Szumski, who lives in Dorchester.

But before he settles into a leisurely retirement, Mr. Szumski plans a 45-day trip to Warsaw where he will visit relatives and relive some childhood memories.

When he returns to Boston, Mr. Szumski will devote much of his time to the Bibliotheque Francais where he has volunteered his time for many years.

Mr. Szumski is replaced by Bob Desmond, who has been with the Alpha Credit Union since June 6. Mr. Desmond is a former head teller at the Capitol Bank of Boston and has worked for the Charlestown Savings Bank and Boston Five Cents Savings Bank.

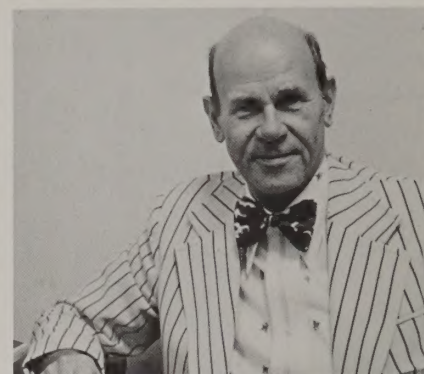
Mr. Desmond is not a newcomer to the Deaconess, however. For the past four-and-a-half years he has spent his weekends in intensive care as a unit clerk.



Madison Morrison (front right) is surrounded by family and friends at his retirement party. His wife, Margaret, sits next to him while his daughter Janice, 13, stands behind flanked by close friends Emma and Alexander Fredericks.

A party was held July 29 in surgical services for Madison Morrison, an equipment technician, who retired from that department after 15 years with the Deaconess.

Mr. Morrison was born and raised in Spartanburg, South Carolina, and plans to spend his retirement "in that



Lou Szumski

beautiful part of the world" with relatives and friends.

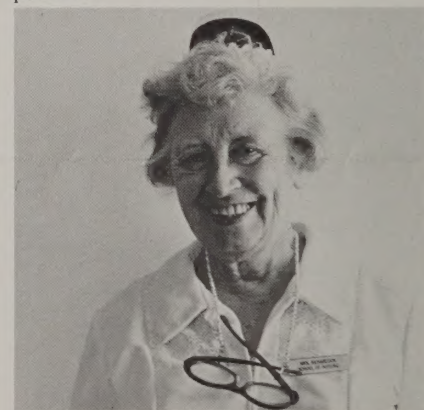
But Mr. Morrison is not entirely happy about retiring. "I don't really want to retire, but that's the law. I'm 65 years old. I just hope my services have contributed to the progress of the hospital over the last 15 years," he said.

□

Mrs. Marjorie Richardson was an instructor at the Deaconess Hospital school of nursing for ten years. She retired at the end of July.

Mrs. Richardson grew up in Melrose and graduated from the Massachusetts General Hospital School of Nursing with the class of 1936. She worked as a Navy nurse during the Second World War and was stationed on the south coast of England during the D-day landings.

Before she moved to Boston and the Deaconess Hospital, Mrs. Richardson raised a family in Pensacola, Florida. She plans to settle in the Boston area permanently and "do a lot of browsing." The historical and architectural aspects of Boston are a fascination to her and she enjoys taking walking tours. But when the weather keeps her inside, Mrs. Richardson has several knitting and needlepoint projects planned.



Marjorie Richardson

JOIN THE CLUB!

You don't have to know someone to join this club. You don't have to have a lot of money or live in the right neighborhood or come from the proper schools. Membership in this club is open to anyone who wants to join.

The Gallon Club will gladly take your application — in the form of a pint of blood. When you have donated eight pints, you become a member in the Gallon Club and receive an elegant pin and certificate. Members are also invited to gallon donor parties. Three

donations entitles the donor to a unique blood bank T-shirt.

If you are in good health and between the ages of 18 and 66, you are eligible to give blood in the community blood donor program. Two donations a year protect you and your family with full blood coverage anywhere in the United States for that year.

The blood bank is located on Deaconess 3 and is looking forward to accepting your application to the Gallon Club.

74 DEACONESS EMPLOYEES HONORED AT SERVICE AWARDS COFFEE HOUR



President Laurens MacLure (l.) and Assistant Director Robert D. Pence (r.) congratulate, for their many years of service to the hospital, (l.-r.) Merle A. Legg M.D., chairman of the department of pathology, 20 years; Miss Margaret A. Burns, director of surgical services, 25 years; and Miss Ellen D. Howland, director of nursing and assistant director of the hospital, 35 years.



Ten-year service award recipients are: (l.-r.) Patricia A. Keaney, dietary; Freda E. Aldrich, building services; Donna M. Koss, chemistry; Flora L. Marotta, patient service; Rosalie M. Kovar, surgical services; Jane C. Colagiovanni, personnel.



Five-year service award recipients are: (l.-r.) Barry Glick, dietary; Roseanne Burke, patient service; John Reed, engineering and maintenance; Marcia Lavery, diagnostic radiology; Natalie Czernicki, blood bank; Kathleen Cardillo, blood bank; Lydia A. Kuchun, service coordination; Barbara Nichols, service coordination; Joanne Bowes, service coordination.

Mr. Annis named chairman of hospital financial organization

Assistant Director Dean Annis has been named chairman of the organization of Boston Teaching Hospital Financial Officers (BOTHFO). Although his official term will run from 1 October 1977 to 30 September 1978, Mr. Annis was elected at the organization's regular meeting of July 27 so that he could complete the last two months of the term vacated by the former chairman.

BOTHFO is an organization which deals in the interpretation and economic implications of state and federal regulations as they affect Boston's teaching hospitals.

President Laurens MacLure and Assistant Director Robert D. Pence officiated at a coffee hour held on August 31 in Harris Hall to honor employees with long time service.

Only 29 of the 74 eligible employees were on hand to receive their awards in person. A list of award recipients not present follows:

Five-year service award recipients:

Ruth B. Walters
Accounting
The Reverend Martin E. Cernek
Administration
Kimberly Zagami
Administrative Services
Patricia Conway
Dialysis
Rose Young
Blood Bank
Ruth Whalen
Building Services
Mary Kay Walker
Chemistry
Anne Marie McCue
Chemistry
Carol A. Kopec
Chemistry
Mary M. Downing
Department of Medicine
Steven B. Hershenow M.D.
Department of Medicine
Mary D. Kelley
Diagnostic Radiology
Watseka Verbryke
Dietary
Mary A. Doucet
Intensive Care Unit
Linda G. Carr
Intensive Care Unit
Isabel Gonzales
Laundry
Marjorie Rogers
Nursing Service
Barbara Mishkin
Nursing Service
Geneva Hall
Nursing Service
Barbara McGrath
Nursing Service
Ronda L. Gamble
Nursing Service

Charlene Katz
Out-Patient Billing
Judith R. Miller
Nursing Service
Marianne Galvin
Pharmacy
Peter G. Cataldo
Pharmacy
Eugene W. Samborsky
Pharmacy
John C. Flattery
Pharmacy
Susan E. Milaszewski
Purchasing
Susan H. Koegler
School of Nursing
Catherine L. Slocum
Service Coordination
Gabriel Pilpel
Service Coordination
Sylvester Jackson
Surgical Services
Deborah Kravitz
Surgical Services
Deborah Cook
Surgical Services
Jean R. Broderick
Surgical Services

Ten-year service award recipients:

Richard R. Crane
Data Processing
Nancy J. Ferguson
Nursing Service
Constance M. Williams
Nursing Service
John L. Rowbotham, M.D.
Ambulatory Rehabilitation Clinic
Anne L. Hunt
Surgical Services

Fifteen-year service award recipients:

Charles B. Roehrig M.D.
Health Clinic
Constance A. Brown
CRI Blood Research
Martha W. Faulkner
Surgical Services

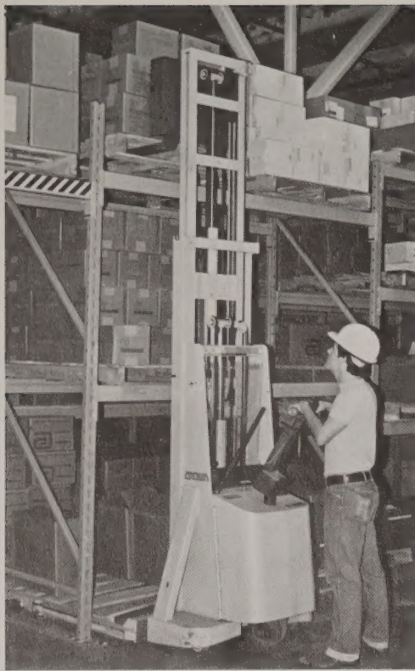
Twenty-year service award recipients:

Anne Howard
School of Nursing
Robert J. Hart
Print Room

Five-year service award recipients are:

(back row l.-r.) Francis Palms, data processing; Harley M. Sanders, engineering and maintenance; William R. Martin, accounting; Alan Denspoli, engineering and maintenance; Marcello Angeloni, engineering and maintenance. (front row l.-r.) Marly L. Brown, surgical services; Marjorie Savage, school of nursing; Helen D. Tripolitis, laundry; Rhonda J. Crocker, nursing service; Dorothy T. Bernstein, nursing service; Callie Albert, building services.





Jim Keady maneuvers electrically operated fork lift to lower a pallet of supplies from storage rack.

Materials Supply. . .

(continued from page 1)

The new warehouse stocks 560 standard inventory items and approximately 100 stationery items. Over 1,200 separate shipments, worth about \$600,000 are received and processed each month.

All the hospital's supply needs are routed through the materials supply center, except food, which is purchased and stored separately by food services in the dietary department. The center handles most pharmaceutical supplies including 60 varieties of I.V. solutions which are stocked in four sizes. Drug supplies, however, are ordered and processed directly by the pharmacy and not through the materials supply center.

Before the shift to the new system, the hospital was operating with only six and a half square feet of storage area per bed "which is still slightly below the national average," according to Mr. Reardon.

Efficiency will be further improved when the new distribution center opens up in the hospital basement. It will have the capability of accepting rush supply requests over the telephone, thus shortening delivery times. In addition, this distribution center will process patient transport requests and coordinate the messenger service.

"This means that a unit clerk can call the distribution center, request medical-surgical supplies or equipment for the floor, ask for a patient to be transported and lab specimens delivered all in one phone call," Mr. Reardon explains.

Within the near future, a standardized supply catalogue will be produced listing all items in the general store, their catalogue numbers and unit of distribution. A special section will be included for ordering non-inventory office supplies. The catalogue will be part of a new policy and procedure manual which, according to Mr. Reardon, "will greatly simplify and facilitate the ordering of supplies, requests for patient transport and messenger service."

NEDH Softball team has winning season

The NEDH Softball team has completed its season in the 14-team Greater Boston Hospital Softball League with an 11-win 8-loss season. This record was good enough to qualify for the playoffs and face an exceptional Carney Hospital team. Carney won the best 2 out of 3 series and went on to eventually win everything with an amazing 25-2 season.

NEDH player-coach Gene Sam-borsky, pharmacy, called this a surprisingly good season for Deaconess, considering that exactly half the team was comprised of rookies.

Standouts on this year's team included Steve Bobowicz, library; Paul Case, Joslin; and Pete Wilson, service coordination.

Doctors doings

Dr. Joseph L. Andrews, Jr., chief of the pulmonary section at NEDH and a staff member, respiratory section, at the Lahey Clinic Foundation, has been appointed to clinical assistant professor of medicine at Harvard Medical School.

* * *

Dr. Theodore Badger, long time columnist for *Medical Dimensions* magazine, accepted an invitation to the prestigious Bread Loaf writers conference this summer held on the campus of Middlebury College, Vermont. Seeking to expand his skills in non-technical writing, Dr. Badger was quoted by *Time* magazine as saying: "I just wanted to come and steep myself in the intellectual atmosphere."

* * *

Dr. William V. McDermott, Jr., director of Deaconess-Harvard surgical service and Cheever Professor of Surgery, served during the past spring as Visiting Professor at the Pritzker School of Medicine, University of Chicago, and at the Indiana School of Medicine in Indianapolis.

Dr. Daniel Miller, NEDH otolaryngologist and professor of otolaryngology at Harvard Medical School, presented a paper entitled 'The Management of the Dying Patient with Head and Neck Cancer' to the annual meeting of the American Laryngological Society held in Boston last May. Also in that month, Dr. Miller was elected president of the Triological Society.

* * *

Dr. F. Warren Nugent of NEDH and chairman, department of gastroenterology at Lahey Clinic, was recently elected vice chairman of the newly formed Federation of Digestive Disease Societies. He was also elected chairman of the section on gastroenterology of the AMA and its annual meeting in June.

* * *

Dr. Frederick Whitcomb, gastroenterology, NEDH and Lahey Clinic, lectured on chronic hepatitis at the Falmouth Hospital on June 14. Also in June he attended the annual meeting of the AMA in San Francisco where he presented an exhibit entitled "Peritoneoscopy for the Diagnosis of Left Lobe Lesions of the Liver."



FROM THE DEACONESS ARCHIVES . . . An elderly Deaconess sits reading the Bible in her room at 691 Massachusetts Avenue, the nurses quarters that adjoined the first Deaconess Hospital. This photograph was taken around the turn of the century.



New England Deaconess Hospital
185 Pilgrim Road
Boston, Massachusetts 02215

pulse

The New England Deaconess Hospital is a 489-bed and 16-building complex. Physicians from the Joslin Clinic, the Lahey Clinic, Overholt Thoracic Clinic and the independent medical and surgical staffs serve the needs of their patients at the hospital. The Deaconess is internationally known for diagnosis, treatment and research in brain and chest surgery, cancer, diabetes and general medicine, and is affiliated with Harvard Medical School.

PULSE is published monthly by the public relations department of the New England Deaconess Hospital.

LAURENS MACLURE
President
RICHARDE. LEE
Director
M. ELEANOR CLAPP
Public Relations Director
ADRIAN BIRKETT
Public Relations Assistant
NANCY COOK
Secretary



Guess who gave blood? . . . see page 2



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